

New York State Department of Health

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Survey Instruments and Purpose

Survey Instruments	CAHPS Health Plan Survey
Version/Population	<ul style="list-style-type: none"> Commercial – Adult and Child Medicaid
Additions/Changes to Instruments	This sponsor deletes some questions and adds some supplemental questions.
Purpose of Project	<ul style="list-style-type: none"> Publishing an annual report with quality and satisfaction measures Printing regional consumer guides Providing quality incentives Selecting plans for automatic enrollment Publishing journal articles and research

Survey Administration

Administered Since	
Administration Mode	Mail and telephone <ul style="list-style-type: none"> Mail: advance postcard, mail survey (in both English and Spanish), reminder postcard, second mailing, second reminder postcard Telephone: Up to 8 attempts

Uses of Survey Results

Reporting	Most of this sponsor's reporting is in the form of consumer guides and annual reports.
Quality Improvement	Results go to a quality improvement committee, which then performs corrective actions in the areas where the plans perform poorly.
Marketing/Publicity	The individual health plans may do some marketing using their CAHPS survey results.

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